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HOSPITALITY SUSTAINABILITY REPORT 2025

Hyatt Regency Malta, be.HOTEL Malta

TABLE OF CONTENTS



1	ABOUT US	3
2	ABOUT THIS REPORT	4
3	SECTION 1: <i>People</i>	5
4	SECTION 2: <i>Planet</i>	12
5	SECTION 3: <i>Processes</i>	18
6	CONCLUSION	24

ABOUT US



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Bay Street Group operates two complementary hotel brands in Malta:



HYATT REGENCY MALTA

A full-service luxury resort offering comprehensive amenities, conference facilities, and curated guest experiences



BE.HOTEL MALTA

A contemporary, lifestyle-focused property emphasising design, sustainability, and authentic local experiences

Both properties share unified sustainability values while maintaining their distinct brand identities and operational characteristics.

ABOUT THIS REPORT



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This report documents Bay Street Group's commitment to sustainability and transparency. It presents relevant data regarding our hospitality sector's environmental, social, and governance (ESG) performance in 2025. With 2 hotels operating in high-density urban and coastal environments, we are responsible for contributing to the conservation and enhancement of the destinations we serve and our local communities.

Sustainability is not an optional strategy but a core pillar of our business model, a defining value and hallmark. This report focuses on our sustainability strategy, actions, and impacts. This report serves as a voluntary and proactive accountability tool, reflecting both our past performance and future commitments, and reinforcing our aim to be a responsible, transparent company contributing to a fairer, more respectful, regenerative, and enduring tourism model. Through clear policies, technological upgrades, stakeholder engagement, and staff training, we strive to be a leading example of environmentally responsible hospitality.



SECTION 1

People

Our commitment to caring for people spans colleagues, guests, and the communities where we operate.

Bay Street Group believes that genuine sustainability begins by investing in our people's wellbeing, development, and recognition.



1.1 DIVERSITY

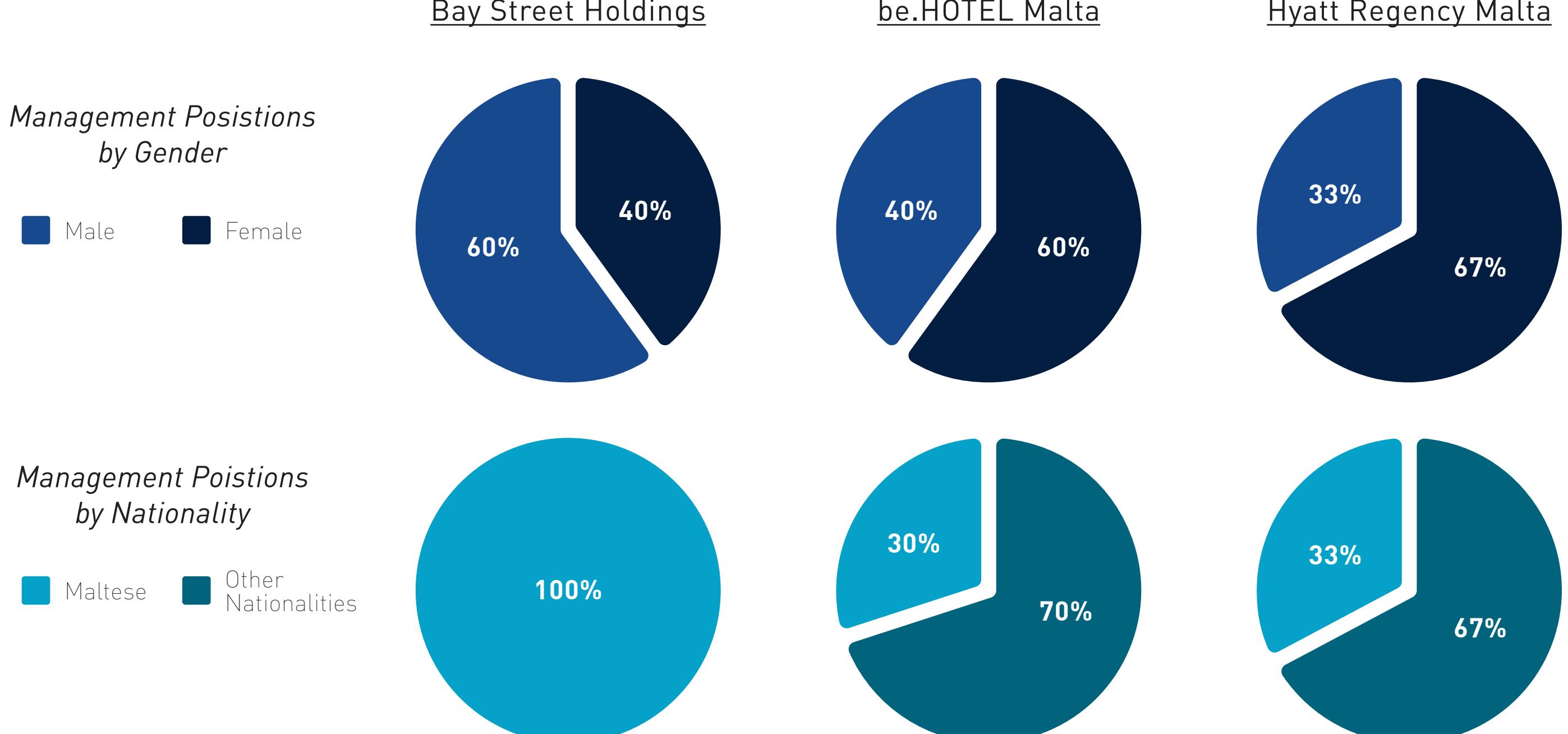
Management roles across Bay Street Group demonstrate a strong commitment to diversity and local leadership.

At Bay Street Holdings Ltd level, women occupy 40% of management positions and men 60%, while all management roles are held by Maltese nationals, reflecting robust domestic leadership knowledge and continuity.

At be.HOTEL Malta, women hold 60% of management posts and men 40%, with 30% of leaders being Maltese and 70% from other nationalities, bringing a mix of local insight and international expertise.

At Hyatt Regency Malta, women account for 67% of management positions and men 33%, further highlighting the Group's focus on progressing women into senior roles.

Taken together, these figures show that Bay Street Group's hospitality portfolio benefits from increasingly gender-diverse leadership and a blend of Maltese and international managers, strengthening decision making and guest experience across both hotels and the holding company.



1.2 EMPLOYEE BENEFITS AND WELLBEING

Bay Street Group offers comprehensive benefits that enhance staff comfort, security, and morale across both Hyatt Regency Malta and be.HOTEL Malta:

- DRESS FOR SUCCESS: Uniforms are provided to all uniformed colleagues, while non-uniformed team members receive an annual allowance of €100 for work attire.
- COMPLIMENTARY MEALS: Staff enjoy hot meals during shifts at The Hive, the staff canteen, open daily from 11:30 am to 3:00 pm and 5:00 pm to 7:00 pm.
- FACILITIES: Access to lockers, changing rooms, shower facilities, and water dispensers supports staff comfort and hygiene.
- TRANSPORT AND PARKING: Complimentary parking is provided at Bay Street Car Park, alongside a free midnight transport service after late shifts to ensure safe journeys home.
- FOOD & BEVERAGE DISCOUNTS: Staff receive generous discounts on dining within the group—20% off at Rainforest Café and 15% off at both be.HOTEL and Hyatt Regency food and beverage outlets (excluding alcohol).
- SUNDAY SOCIAL: A 25% discount voucher for Seed Restaurant at Hyatt Regency Malta fosters community and appreciation through after-shift social dining.



1.3 RECOGNITION AND REWARD INITIATIVES

Recognising outstanding service is fundamental to motivating our team and enhancing guest experiences across both properties:

- GET MENTIONED, GET REWARDED: Employees mentioned by name in positive guest reviews on TripAdvisor, Expedia, or Booking.com receive bonuses, ranging from €10 to €25 based on rating and review specifics. The scheme caps nominations to maintain integrity and motivation.
- EMPLOYEE OF THE MONTH PROGRAMME: A monthly award honours exemplary employees nominated by Heads of Departments, recognising meaningful contributions to guest satisfaction and operational excellence. Winners receive certificates signed by senior management and invitations to celebratory luncheons with the executive team.

These initiatives foster a culture of appreciation, accountability, and high service standards across the Bay Street Group.



1.4 HUMAN RIGHTS AND ETHICAL PRACTICES

Bay Street Group honours fundamental human rights aligned with international standards and Hyatt Hotels Corporation's policies. Our approach includes:

- Zero tolerance for forced or child labour throughout operations and supply chains.
- Commitment to non-discrimination, diversity, and equal opportunity in recruitment and promotion.
- Comprehensive workplace health and safety protocols, ongoing compliance audits, and incident investigations.
- Confidential reporting mechanisms and an open-door policy empowering colleagues to raise concerns without fear.



1.5 TRAINING AND DEVELOPMENT

Investing in our colleagues' growth enables sustainable business success and community impact:

- Mandatory GSTC-aligned sustainability training across all departments.
- Hospitality skill development programmes tailored to both hotel models.
- Leadership mentorship preparing future managers within Bay Street Group and Hyatt's global network.
- Cross-property collaboration enabling knowledge sharing and best practice adoption.
- Specialised training on cultural sensitivity and responsible guest and community interactions.



1.6 COMMUNITY ENGAGEMENT AND SOCIAL CONTRIBUTION

Bay Street Group actively supports Maltese heritage and well-being through:

- Partnerships with local educational institutions delivering internships and career pathways.
- Support for community fundraisers, Women@Hyatt initiatives, and blood donation drives.
- Collaboration with Maltese artists, integrating cultural narrative into guest experiences.
- Employee-led participation in environmental projects, including urban tree planting and local green space enhancement.



SECTION 2

Planet

Bay Street Group is dedicated to minimising our environmental footprint and fostering resilient ecosystems across our properties.

Our environmental strategy integrates climate action, resource conservation, pollution prevention, and biodiversity stewardship at Hyatt Regency Malta and be.HOTEL Malta.



2.1

PLASTIC REDUCTION AND POLLUTION MANAGEMENT

As part of our commitment to reduce single-use plastics, both properties have made significant progress in minimising plastic bottle consumption:

- In 2024, Hyatt Regency Malta ceased purchasing plastic bottles for guestrooms, reducing usage to just 10,368 bottles annually before the phase-out.
- be.HOTEL Malta, while continuing to purchase plastic bottles, reduced usage substantially to 57,888 bottles annually. These are being phased out, and be.HOTEL Malta guestrooms will be completely plastic bottle free as of the start of 2026.
- Collectively, these reductions have saved approximately 27,000 kg of plastic, contributing to cleaner local environments and supporting circular economy principles.

Bay Street Group continues to evaluate alternatives and implement refillable and sustainable water systems in all guest areas.



2.2 ENERGY AND WATER EFFICIENCY

To address climate change and resource scarcity, the group employs differentiated strategies at each property, underpinned by shared performance targets:

- ENERGY: Both properties aim for a 5% reduction in electricity consumption per guest through intelligent Building Management Systems (BMS), smart climate controls, and guest engagement initiatives.
- WATER: A target of 3% reduction in water consumption per guest is pursued through linen and towel management, water-efficient fixtures, and guest awareness programmes.
- REAL-TIME MONITORING via Hyatt EcoTrack and group-wide dashboards enables data-driven decisions and continuous improvement.



2.3 WASTE MANAGEMENT AND CIRCULAR ECONOMY

Waste reduction is implemented through:

- Elimination and reduction of single-use items where possible.
- Best practices in waste sorting, recycling, and composting throughout all operational areas.
- Food waste minimisation via portion control, reuse of by-products, and colleague meal programmes.
- Participation in the Zero Waste HoReCa initiative, with Hyatt Regency Malta recognised for ongoing excellence.



2.4 BIODIVERSITY AND WILDLIFE CONSERVATION

Bay Street Group fosters respect for Malta's unique ecosystems:

- Staff receive training on safe wildlife interaction and pollution impact mitigation.
- Operations minimise chemical use, protecting soil and water quality.
- Urban greening projects, including community tree planting drives, contribute to local biodiversity.



2.5

SUSTAINABLE SOURCING AND MENU INNOVATION

- Procurement prioritises eco-labelled, recyclable, and local products, currently achieving 23% local sourcing with aims to increase to 25%.
- Plant-based and vegetarian menu options reduce greenhouse gas emissions and support sustainable nutrition.



SECTION 3

Processes

Bay Street Group maintains robust systems ensuring sustainability is embedded across operations.

Our governance framework delivers compliance, transparency, and continuous improvement at both Hyatt Regency Malta and be.HOTEL Malta.



3.1 SUSTAINABILITY GOVERNANCE AND POLICIES

CORE POLICY FRAMEWORK:

- SUSTAINABILITY POLICY: Establishes Bay Street Group's comprehensive approach to environmental, social, and cultural responsibility across both properties.
- ENVIRONMENTAL PURCHASING POLICY: Prioritises sustainable procurement with clear criteria for eco-certified products, recyclable materials, and local sourcing.
- HUMAN RIGHTS POLICY: Aligns with Hyatt standards and international conventions protecting all stakeholders.
- CODE OF BUSINESS CONDUCT: Defines ethical standards and accountability mechanisms for the entire group.

LEADERSHIP ACCOUNTABILITY:

- Senior management champions sustainability within strategic planning and budgeting.
- Cross-property coordination ensures consistent standards and shared learning.
- Departmental sustainability responsibilities integrated across housekeeping, F&B, procurement, and HR.



3.2

ENVIRONMENTAL PURCHASING AND LOCAL SOURCING

SUSTAINABLE PROCUREMENT STRATEGY:

Bay Street Group defines "local" as Maltese-produced goods and services, achieving 23% local procurement across both properties with a 25% target for 2026.

Key Practices:

- Preference for local food producers, artisans, and service providers supporting the Maltese economy.
- Seasonal sourcing alignment reducing transportation emissions.
- Supplier engagement requiring alignment with Environmental Purchasing Policy standards.
- Consolidated group purchasing maximising local supplier opportunities while achieving economies of scale.

LOCAL CUISINE PROMOTION:

Both properties showcase authentic Maltese culinary traditions using regionally sourced ingredients, preserving cultural heritage while minimising environmental impact.



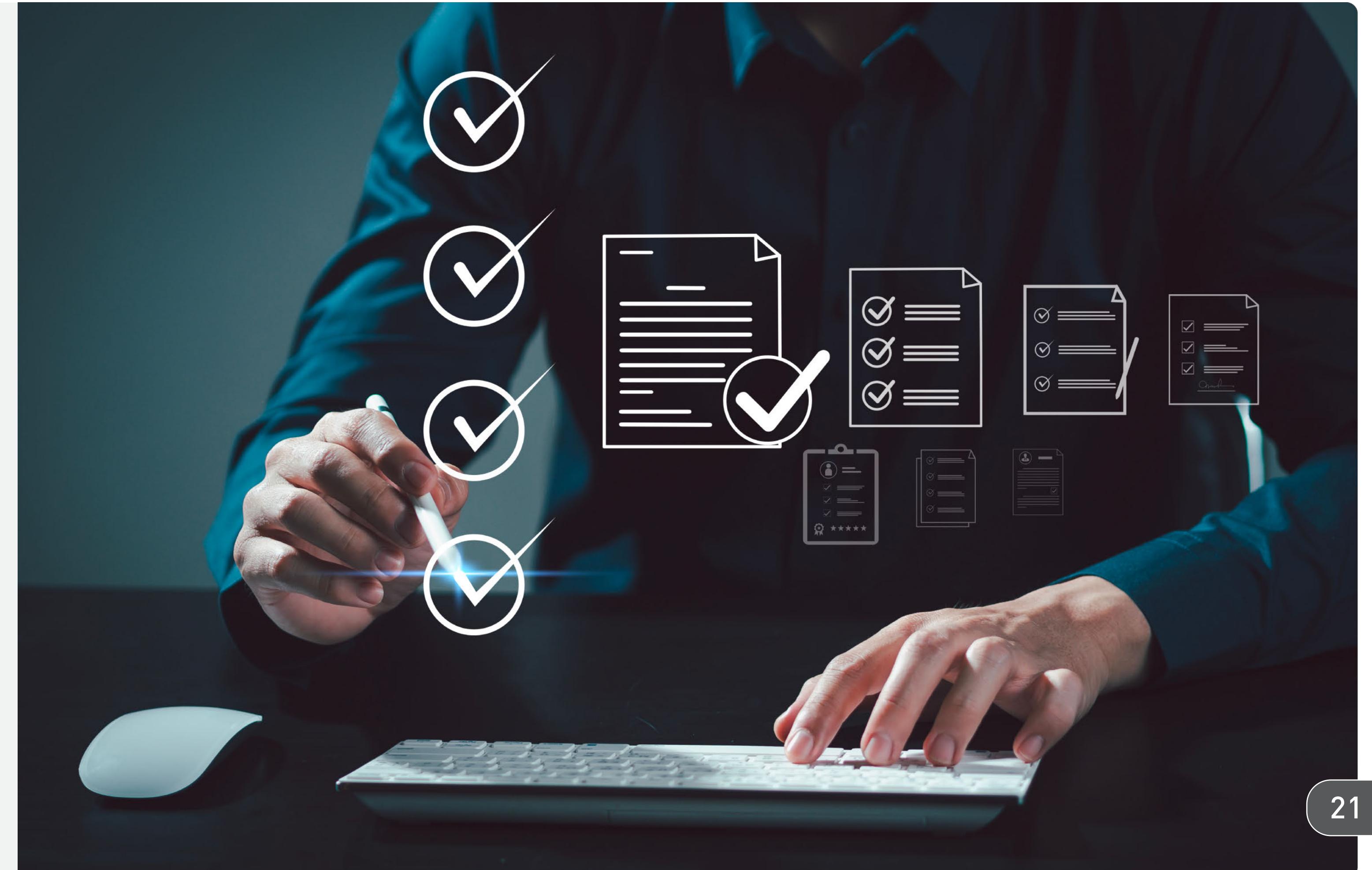
3.3 MONITORING AND PERFORMANCE TRACKING

INTEGRATED DATA SYSTEMS:

- Hyatt EcoTrack provides real-time dashboards for Hyatt Regency Malta.
- Group-wide dashboard enables performance comparison between both properties.
- Key metrics tracked: energy/water consumption per guest, waste diversion rates, GHG emissions (Scope 1 & 2), local procurement percentage.

REVIEW CADENCE:

- Quarterly sustainability reviews with cross-property benchmarking.
- Annual comprehensive audits against GSTC criteria.
- Continuous policy updates reflecting legislation, technology, and stakeholder feedback.



3.4 GUEST CODE OF ETHICS AND ENGAGEMENT

GUEST RESPONSIBILITIES:

Clear guidelines promote responsible behaviour, including:

- Participation in linen/towel conservation programmes.
- Proper waste sorting and recycling.
- Respect for local culture, heritage sites, and natural environments.
- Wildlife interaction protocols protecting Malta's biodiversity.

COMMUNICATION CHANNELS:

- In-room sustainability information at both properties.
- Digital touchpoints reinforcing responsible tourism practices.
- Guest feedback mechanisms identifying improvement opportunities.



3.5

CULTURE AND HERITAGE PRESERVATION

HERITAGE INTEGRATION:

- Collaboration with Maltese artisans and performers celebrating local traditions.
- Curated retail spaces (particularly be.HOTEL Malta) showcasing authentic Maltese craftsmanship.
- Culinary programmes preserving traditional recipes and techniques.
- Operations designed to respect cultural sites and community access rights.



CONCLUSION

Bay Street Group's commitment to sustainable hospitality is demonstrated through concrete actions across our portfolio of distinctive properties.

By caring for our colleagues and communities, protecting our environment, and maintaining transparent, ethical processes across both properties, we create shared value for guests, business partners, and stakeholders. Our integrated approach to sustainability management captures the best practices from each property and amplifies their collective impact.

Our pursuit of GSTC certification for both properties represents a commitment to continuous improvement and alignment with globally recognised sustainability standards. We recognise that sustainability is not a destination but an ongoing journey requiring innovation, collaboration, and accountability across our organisation.

We extend our gratitude to our colleagues at both Hyatt Regency Malta and be.HOTEL Malta, our guests, community partners, and stakeholders, who contribute to making Bay Street Group a portfolio of destinations where people and planet thrive.